



## Christmas Wishes

### Sensor Activations

It is getting into the warmer months which means more bugs and historically more false alarms! You may see incidents of activations of your sensors that appear to be false alarms, however it may be due to the creepy crawlies we get inside at this time of year or a variety of other reasons conducive of the warmer weather.

We suggest that one possibility of reducing this is by getting a clean dry cloth and spraying with fly spray, then gently wiping around the outside of your sensor and the wall space around. This will deter the insects from going near the sensor.

Alternatively you could arrange for one of our technicians to conduct a full service on your system, by calling 9241 9000 to arrange for a technician.

Also, please remember that leaving your air-conditioner on may also contribute to false alarms.



*All the team at Casa Security would like to wish you a very Merry Christmas and a Happy and Safe New Year.*

#### Holiday Closing

Please note that our office will be closing at the end of business 23rd December 2008 and re-opening 5th January 2009.

The monitoring station will, of course, still be operating non-stop.

A big Merry Christmas to all of the operators watching over your property this festive season.

#### Special points of interest:

- Sensor Activations
- Going away over the holidays—have you updated your contact details
- Get Free Security Alarm Monitoring with our referral Program
- Welcoming Darryl Frugtniet



**For Enquiries please contact us on 9241 9000**

Don't forget to update your contact details if you will be away. Please complete the details below and send, fax or email to us: Fax: 9248 1122, e-mail: [info@casasecurity.com.au](mailto:info@casasecurity.com.au)

Your Name \_\_\_\_\_

Customer Account # \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone \_\_\_\_\_

Away from \_\_\_\_\_ Return \_\_\_\_\_

1st Keyholder \_\_\_\_\_

Contact details \_\_\_\_\_

2nd Keyholder \_\_\_\_\_

Contact details \_\_\_\_\_

3rd Keyholder \_\_\_\_\_

Contact details \_\_\_\_\_

4th Keyholder \_\_\_\_\_

Contact details \_\_\_\_\_

## Welcome

We welcome our new team member, Darryl Frugniet who joins us in the capacity of Business Development Manager. Darryl has serviced the security industry for some 20 years and brings to Casa a wealth of knowledge and experience in many areas of security. Please contact Darryl for any information on upgrading your system, additions to your system, Access Control or CCTV—he will be more than happy to discuss your ongoing security requirements or provide you with an obligation free security appraisal.

Darryl can be contacted on 9241 9000 or 0412 986 734.

## Your Alarm Communicating

A reminder that your alarm communicates and sends signals to the monitoring station using your normal telephone line, and therefore it is very important to ensure that your line remains active to allow for such communication. If you install ADSL or make any internet changes, you will probably need a filter - alternatively contact us for instructions on conducting a test to verify the system is communicating properly.

## Can you remember your voice code?

It may have been some time since you had to use it but..... it is necessary that you know your voice code when calling up the Monitoring Station—if you need to renew this, please contact our office on 9241 9000 or e-mail to [info@casasecurity.com.au](mailto:info@casasecurity.com.au) and we will be happy to discuss.

## FROM OUR ACCOUNTS DEPARTMENT

We remind Customers that monitoring invoices are due and payable by the first day of the monitoring period relating (generally on the first of each quarter).

If you choose to cease monitoring your alarm we require three months notification in writing to our office. If you do not give the three months notification then you will need to pay for the entire quarterly period as a cancellation fee (that we inturn are required to pay to the monitoring centre).

We offer many payment options which include:

- Direct Debit, (Automatic) Credit Card Deduction, Direct Credit (BSB 306 051, Account 0174898—don't forget your Customer and Invoice Number)
- Cheque, Money Order or Cash

*Please send any inquiries you may have to [accounts@casasecurity.com.au](mailto:accounts@casasecurity.com.au)*

### CASA SECURITY PTY LTD

#### Customer Referral

We would like to refer the following people

1. \_\_\_\_\_

Contact details \_\_\_\_\_

2. \_\_\_\_\_

Contact details \_\_\_\_\_

3. \_\_\_\_\_

Contact details \_\_\_\_\_

4. \_\_\_\_\_

Contact details \_\_\_\_\_



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## Casa Rewards

### Refer a friend

*For Monitoring only and receive 3 months free monitoring credited to your account.*



*For a new Alarm System with monitoring and receive 12 months free monitoring credited to your account.*

Your Name \_\_\_\_\_

Customer Account # \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_